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PATENT APPLICATION SEP 29 2005

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Kristen L. Bhatti et al.

Serial No.: 09/873,741

Conf. No.: 4871

Filed: 06/04/2001

For: METHOD AND SYSTEM FOR  
PROVIDING TECHNICAL SUPPORT  
DOCUMENTS VIA THE INTERNET

Art Unit: 2144

Examiner: Nguyen, Thanh T.

I hereby certify that this paper is being transmitted to the  
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AMENDMENT B

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

In response to the office action dated August 10, 2005, please amend the  
application as follows.

09/30/2005 HDENESS1 00000005 082025 09873741

01 FC:1201 200.00 DA